

IMPAQ International, LLC
Survey Center Telephone Interviewer

Location	City, State Zip	Post Date	Salary Range	Reports to
Headquarters	Columbia, MD 21044		\$10 to \$12 per hour	Survey Center Supervisor

Overview

IMPAQ International, located near Washington, D.C., is a woman-owned growing and dynamic social/economic research organization providing high-quality research and impact evaluation services, policy analysis, and technical assistance for U.S. and international government agencies. IMPAQ specializes in designing and implementing research projects to evaluate the effectiveness and cost/benefit of social programs.

Job Profile

IMPAQ is seeking a **Survey Center Telephone Interviewer** who will be responsible for administering computer based, field tested questionnaires to respondents over the telephone to collect survey information on a wide range of social and economic programs. Data collected is used only for research and analysis and is strictly confidential. Interviewers are essential to any study because they are the entry point of valid research data collection. The interviewer must read standardized survey questions word for word as they are written and maintain strict confidentiality of all information gathered.

Responsibilities

- Conduct telephone interviews for multiple research studies using computer assisted telephone interviewing (CATI) applications to gather and record responses;
- Collect accurate, consistent and reliable data;
- Record and code data collected;
- Assist with locating and refusal conversion;
- Assist with other duties as assigned, such as mail preparation, faxing, filing, etc.

Qualifications

Knowledge and Experience

- Prior telephone based interviewing or customer service experience;
- Experience with tracing, locating and refusal conversion; and
- Experience with desktop computers and keyboarding.

Skills

- Must have excellent oral/written communication and comprehension skills;
- Must be reliable regarding attendance;
- Must be conscientious, responsible, and a good team player;
- Must be efficient and accurate in completing assigned tasks;
- Must be able to concentrate on-task despite some surrounding ambient noise;
- Must be able to handle survey respondents and co-workers in a pleasant and professional manner;
- Demonstrate ability to secure and maintain the cooperation of respondents on the telephone;
- Must be willing and able to follow specific directions and established procedures;
- Demonstrate ability to recognize problems and request supervisor assistance.
- Bilingual in English and Spanish a plus, but not required.

Application

To receive full consideration, please send a letter of application and curriculum vita/resume to this email address: ccinterviewers@impagint.com. Please reference the job title in the subject line of the email.

Information

For further information about IMPAQ International, please visit our website at www.impagint.com